



June 6, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

**Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105**

Arizona 2-1-1 hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 2-1-1 and 5-1-1 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. Arizona 2-1-1 is limiting its comments to the status of 2-1-1 service in the State of Arizona.

Arizona 2-1-1 has provided 2-1-1 service statewide in Arizona since June 2005 reaching a population of over six million through the launch of Phase I of the 2-1-1 system, Arizona 2-1-1 Online (www.az211.gov). Arizona 2-1-1 Online is the first database and website of its kind to link information about unfolding emergencies with health and human services with monthly average visitors of 20,000. This system is also used by specialized and general information and referral organizations throughout the State to serve people in need who contact them by phone, in person or by electronic means.

Although permanent 2-1-1 call centers (Phase II) are in the planning stage, an interim solution was developed for use during state-declared disasters. When directed by the governor, three facilities can be activated to serve as 2-1-1 emergency call centers to handle calls from anywhere in the State (from land lines, cell or wireless devices). These call centers can be activated within two hours and are staffed with redirected State agency personnel. Once activated, citizens can use easy-to-remember three digit dialing (2-1-1) to access information about the disaster.

In June 2006, Arizona suffered a devastating forest fire in the area surrounding Brins Mesa just north of Sedona. As the Brins Fire continued to grow, Governor Napolitano issued an emergency declaration to leverage more resources for the response effort. Governor Napolitano's declaration led to the activation of the Arizona 2-1-1 Emergency Call Center at the Papago Park Military Reservation in Phoenix and live

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operators were enlisted to take calls from the public regarding the fire. During the six day activation of the 2-1-1 Emergency Call Center, over 14,000 calls were received from citizens interested in the progress of relief efforts, the status of emergency shelters, the opening and closing of state highways and the air quality in and around the area of Sedona. Callers could either listen to recorded messages containing the most up-to-date information on the fire or talk with live operators who could also provide them with information coming directly from the State's Emergency Operations Center.

The infrastructure design for a telecommunications system to support urban and rural 2-1-1 call centers for use day-to-day is being planned. Once implemented, the public will be able to use three-digit dialing (2-1-1) to find the same information that is available by visiting www.az211.gov. The 2-1-1 operators will use the established 2-1-1 provider database featured on Arizona 2-1-1 Online to answer inquiries from the public. An integrated client database will be activated to enable client calls to be tracked across multiple 2-1-1 call centers and standards will be developed to ensure 2-1-1 local call centers handle all callers similarly.

Arizona 2-1-1 has worked closely with community partners, including United Way, Red Cross, Salvation Army, local information and referral organizations, non-profit organizations, and business and community leaders and devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and to support its use during times of community emergency. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,

A handwritten signature in black ink, appearing to read "Anthony D. Rodgers". The signature is fluid and cursive, with the first name "Anthony" and last name "Rodgers" clearly distinguishable.

Anthony D. Rodgers
Director

INSTRUCTIONS FOR SUBMITTING YOUR LETTER/COMMENTS, RESPONDING TO THE FCC REQUEST FOR COMMENTS ON USE OF 2-1-1 DIALING CODE (“Background and Request” document, 5/23/07, describes coordinated strategy for 2-1-1 field.)

On May 7, 2007 the FCC published Public Notice DA 07-2017 soliciting comments on the use of the 2-1-1 and 5-1-1 dialing code. The notices states;

“Wireline Competition Bureau requests comment on the status of 211 and 511 implementation to determine whether the 211 and 511 dialing codes are being utilized in the manner for which they were assigned. If these codes are not widely used, what can the Commission do to facilitate more widespread use?”

The full notice is available at: http://www.fcc.gov/Daily_Releases/Daily_Digest/2007/dd070508.html. The link is toward the bottom of the page under Public Notices.

United Way of America, AIRS and the 2-1-1 Leadership Council are working together to coordinate the response to the FCC. Attached is a sample letter to help prepare your comments to the FCC. Please forward this information to partner agencies and stakeholders that are supportive of 2-1-1. This is a time when the volume of responses is critical. It is an opportunity to lobby the FCC to take a stronger stand in support of 2-1-1, so please take time to respond. Full directions for submitting your comments are at: <http://www.fcc.gov/cgb/ecfs/>.

A FAQ sheet on submitting electronic comments can be found at: <http://www.fcc.gov/cgb/ecfs/ecfsfaq.html>.

SUBMITTING YOUR COMMENTS

The first step to filing your comments is to fill out the Electronic Comment File Submission Cover Sheet at http://gullfoss2.fcc.gov/prod/ecfs/upload_v2.cgi.

For the **Proceeding** number (first blank on the form) type in **92-105**.

Fill out the rest of the comment sheet, then attach the file with your comments using the Browse button below the Cover sheet. Once you have completed the cover sheet and attached your comments, click on the button that says “Send Attached File to FCC”.

View a sample letter below to help prepare your comments. For more information, contact three designated contacts: Linda Daily, Linda.daily@uwa.unitedway.org, 703-836-7112 x474 for UWA; Jamie Moore, jmoore@uwmidlands.org, 402-522-7930, for AIRS; Lucinda Nord, 317-502-8504, lucinda-nord@in211.org for 2-1-1 Leadership Council.